

**Third Party Administrator – Performance Report
December 2010**

Agenda Item 9.c.
01/19/2011 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	99.83%	1188 of 1190 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	1190 of 1190 total claims
Financial accuracy of claims paid.	99%	100%	\$212,194.48 of \$212,194.48 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	98 of 98 claims audited
Procedural accuracy rate for processing of claims.	97%	98.98%	97 of 98 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	2 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	2 appeals, 2 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	85.43%	729 of 853 calls answered within 30 seconds; average of 23 seconds
Subscriber issues resolved within the same business day.	90%	92.05%	463 of 503 issues
Maximum call abandonment rate.	5%	1.64%	14 of 853 calls
Maximum line busy rate.	3%	0%	0 busy out of 1396
Voicemails answered within two business days.	90%	100%	1 of 1 voicemail
Subscriber complaints resolved within 30 calendar days.	95%	100%	2 complaints

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	89.51%	486 of 543 calls answered within 30 seconds; average of 18 seconds
Provider issues resolved within the same business day.	90%	99.03%	508 of 513 issue calls
Maximum call abandonment rate.	5%	1.65%	9 of 543 calls
Maximum line busy rate.	3%	0%	0 of 543 calls
Voicemails answered within two business days.	90%	91.66%	11 of 12 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	285 of 285 ID cards; average of 1.86 days
ID card accuracy.	100%	100%	285 of 285 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	285 of 285 packets; average of 1.86 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	N/A	0 requests

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests